

14 APR 1981

MEMORANDUM FOR: Deputy Director for Operations
Deputy Director for Science and Technology
Director, National Foreign Assessment Center

FROM: Max Hugel
Deputy Director for Administration

SUBJECT: Handwritten Corrections to Outgoing Messages

1. In November 1978, responding to surveys which indicated 61 percent of the Headquarters originated messages contained handwritten corrections, the Acting Deputy Director for Administration promulgated a memorandum to all Directorates outlining the problems incurred by handwritten corrections and established a goal of zero corrections. Under the MBO system, it was one of the Deputy Director for Administration's objectives to achieve a reduction to 20 percent by the end of FY-1980.

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2. Surveys were conducted periodically to monitor the progress being achieved. Percentages dropped during the first year and appeared to level off at the 30 to 35 percent level. In August 1980, [redacted] was issued to establish standard procedures for typing originating and releasing line information. The first survey following [redacted] reflected a correction rate of 13.6 percent. The latest survey, February 1981, revealed an upward trend again when 14.4 percent of the messages contained corrections.

3. The Office of Communications' goal for FY-1981 is to achieve zero percent rejections. By achieving this goal the Office of Communications will be able to reassign two full-time staff employees to other more important communications functions. Your personnel are to be commended for the significant progress made to date to reduce the number of cables and telepouches which require manual intervention to process handwritten corrections. In order to help the Office of Communications achieve its goal of zero percent rejections, I ask that each of you bring this memorandum to the attention of all managers and other personnel who are involved in the cable/telepouch originating, coordinating and releasing functions.

1s/ Max Hugel

Max Hugel

cc: DDA Offices and Staffs

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